

## WHAT HAPPENS NEXT?

If you make a complaint, we will contact you within three working days to confirm we have received it. A senior manager will investigate your complaint and may telephone you to discuss it or if you prefer, they can arrange a face to face meeting to talk about your concerns.

We aim to provide you with a complete reply within 20 working days from receipt of your complaint. However it may take us longer to investigate your complaint fully, especially if the issues are complicated. If a delay occurs we will still write to you within 20 working days to update you on how we are progressing.

As an organisation, we are dedicated to providing quality care to our veterans. If a complaint is upheld, the action taken and the lessons learned will be acted upon as appropriate.

## CONTACT DETAILS

Here are the contact details to make a complaint:



If you feel that your complaint has not been resolved or handled satisfactorily, you can contact one of the following organisations to review your case:

**CARE INSPECTORATE** (Scotland only)  
03456 009 527

**CARE QUALITY COMMISSION**  
03000 616 161

**HEALTHWATCH ENGLAND**  
03000 683 000

**NHS ENGLAND**  
03003 112 233

Feedback relating to Combat Stress can also be shared via the Care Opinion website ([careopinion.org.uk](http://careopinion.org.uk)). Care Opinion is an independent social enterprise run for the benefit of patients and staff to share people's views.

For more information about our complaints procedure or to read our complaints & concerns policy, please visit our website - [combatstress.org.uk](http://combatstress.org.uk)

Ex-Services Mental Welfare Society, Company Registered in England & Wales No 256353. Charity Registration No 206002 (SCO38828 in Scotland).  
Registered Office: Combat Stress, Tyrwhitt House, Oaklawn Road, Leatherhead, Surrey, KT22 0BX



THE VETERANS'  
MENTAL HEALTH CHARITY

LISTENING  
RESPONDING  
IMPROVING

How  
to feedback,  
raise a concern  
or make a  
complaint

## MAKING YOUR EXPERIENCE COUNT

Combat Stress is committed to delivering quality care to our veterans and we work hard to give everyone the best possible support we can.

If you are unhappy with the treatment or service you have received from us, we would like to hear about it.

We value and welcome all types of feedback, good or bad.

We hope that if you have a problem, you will use our complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

### HELP US TO GET IT RIGHT

We constantly try to improve the services we offer – please let us know if you have any suggestions on how we can do something better. Please also let us know when you think we have done something well – our staff value your compliments.

## WHAT IF I HAVE A CONCERN?

You can raise a concern for yourself or on behalf of someone else. If you raise a concern on behalf of a friend or relative, you must have their consent to represent them.

Your concerns can often be addressed there and then. Please speak to a member of our staff as soon as possible so we can try to resolve it.

If you're unsure about who to contact at one of our residential treatment centres, please ask to speak to the Treatment Centre Manager. Alternatively if your concern relates to our services in the community, please contact the Regional Operations Manager.

You can leave a message asking them to contact you at a time convenient to you.

## WHAT IF I WISH TO COMPLAIN?

Make your complaint as soon as possible, detailing the issues you have. Normally you should complain within twelve months of an event or issue. You can telephone us, email or write a letter using the details overleaf.

### WHAT INFORMATION DO WE NEED?

Please provide as much detail as possible about the complaint you have so we can respond to you.

Tell us what happened, where and when.

Please let us know how you would like us to liaise with you about your complaint – over the telephone, at a meeting or in writing and please provide us with the relevant contact details so we can get in touch.

If your complaint is anonymous, we will still investigate your concerns.